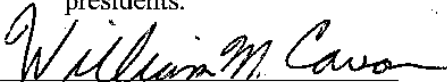
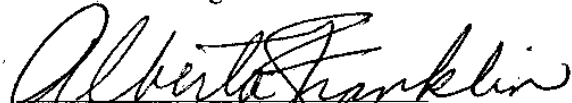


**MEMORANDUM OF UNDERSTANDING
QUALITY REVIEW TEAMS**

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53, regarding implementation of Quality Review Teams for processing Compensation and Pension Benefits throughout VBA.

1. The VBA Mid-Term Committee will be given the draft schedule of QRT implementation by Area.
2. With respect to training requirements, the Parties agree to comply with Article 37 of the Master Agreement. Management and the individual QRS will meet and assess the individual's training needs. Training may include, but is not limited to, the Systematic Technical Accuracy Review (STAR) for policy guidance for quality and Instructor Development Course (IDC) training. Management will take into consideration availability and completion status of any identified training before assessing a QRS's performance. Bargaining Unit Employees subject to quality reviews will be provided orientation and training, including B-2 error training, to be used in review of cases for quality check. This training will be recorded in the Talent Management System (TMS).
3. Management will comply with Articles 27 and 66 of the Master Agreement between DVA and AFGE.
4. Cases pulled for "in-process" reviews will not impact the individual employee's quality performance measure. From the date a station's QRSs perform the station's first "in process review," cases pulled for "in process review" will not impact the individual employees' performance measures for a period of 90 days. The errors found during "in-process" reviews will result in feedback to the employee and may be incorporated into individual or collective (e.g. team, group or station) training. This training time for individual employee or collective training will be credited on a case-by-case basis under the work credit system.
5. Management will monitor and assess implementation, to include the QRS performance standards. The VBA Mid-Term Committee will be provided quarterly updates of aggregate quality data by station for a period of one-year. AFGE will be provided aggregate pass/fail rates for QRS positions by Area, at three months and six months after an Area begins implementation. If there are concerns from AFGE regarding QRS performance standards, the concerns will be elevated to the VBA Mid-Term Bargaining Team for consideration.
6. Management will ensure to the extent practicable that the ASPEN Quality Checklist and the STAR Quality Checklist are consistent.
7. The parties will adhere to Article 47 with respect to local bargaining.
8. Management will provide copies of this Memorandum of Understanding to all local presidents.


For Management


For AFGE-NVAC

12/21/11
Date